

1. Please provide a list with the number of users in each of the 6 sites in scope.

There are approximately 800 desktop/laptops at MDVA. Determination of the # at each site and type will be a part of the assessment phase of this project.

2. What type of training is required? Training on the remediation and deployment processes and/or user training on Window 7 and Office 2010 features? Also should this training be delivered as Train-the-trainer or end-user training to all users?

MDVA IT staff will require training on remediation and deployment process. MDVA will provide training on Windows 7 and Office.

3. Please also comment on your required delivery mechanism for this training. Classroom, web-based, 1 to 1?

Training should be delivered direct to the MDVA IT staff.

4. The RFP requests that the Vendor needs to ensure that the deployed OS and specified applications are stable. How much Post-Deployment support is MDVA requesting of the Vendor? 4 hours, 8 hours, other? Is any longer-term warranty required?

A period of 1 day for OS and applications will be used to determine that the deployment is stable. Applications requiring remediation will require 30 days to determine that the remediation solution is acceptable.

5. Is there any expectation by MDVA for Vendors to provide a dedicated technical support to executive management?

Executive management support will be handled as a part of the overall project support process. So no dedicated resource is required.

6. The Vendor will provide technical support on the OS and applications at the basic level. Any proprietary applications will be supported by MDVA IT. Please confirm.

Yes, MDVA will provide operational support for any proprietary applications.

7. Section 2.2 and 2.3 of the RFP states that tools need to be identified and configured to capture user profile information. Is it safe to assume that no tools are currently in place to do this with?

MDVA is currently implementing Microsoft System Center which will be available for this project. Any tool needs over and above System Center will need to be identified and configured per section 2.2 and 2.3.

8. Section 4.5 of the RFP states that 50 remote workers are in scope for deployment. Do they come into any of the 6 in scope locations with any regular frequency or can we plan on having them drop off their laptops at a scheduled time for deployment?

Due to the nature of their work, there will be a mix of those that come in frequently to one of the sites and those that need to be scheduled.

9. Section 4.7 of the RFP states: "Deployment to maximum of 5 applications." Can we assume this means these applications will be included into the base Win 7 image? Please clarify.

Once the application assessment has been completed the final list of applications to be included in the base image can be determined. The vendor will assist with the deployment of up to 5 of the base applications with MDVA deploying any over and above those 5.

10. Section 4.8.7 states that remediation of a maximum of 5 Office applications and 100 Office files are in scope. This number is significantly smaller than the 20 Office applications and 2000 Office files to be checked for upgrade readiness. Is MDVA planning to rationalize your list of Office applications and Office files down to these numbers before deployment? If not, what is your planned approach for the other Office applications and Office files at the time of the Win 7 deployment?

Any Office applications over 5 and office files over 100 will be handled by MDVA.

11. Does MDVA require a lite or zero touch deployment?

Whenever possible MDVA would like to use a zero touch deployment but it is expected that some systems will require additional interaction.

12. Please provide a network diagram of your network with connectivity speeds and average available bandwidth during and after business hours.

The MDVA network diagram is confidential and will be shared with the winning bidder. All WAN links are business class network connections between a T1 and 100MB, depending on the site.

13. Does the scope include migrating from any non-windows clients (Mac or Linux) and how many?

No, all clients to be migrated are currently running Windows.

14. Are any Virtual Desktops (VDI) part of the scope? If so, how many and what platform?

There are no virtual desktops.

15. What tools do you use today for image creation?

Microsoft Systems Center will be used.

16. What percentage mix of windows x64/x86 and office x64/x86 will the target deployment environment consist of?

Deployment is expected to be 100% Windows X64 and Office X64.

17. Under section 2 of the High Level Requirements, the RFP states that the vendor should define an approach for obtaining user profiles, identify and configure tools. Should the vendor leverage any existing tools within MDVA or do you seek recommendations from the vendors to procure any tools or both? If MDVA already own any tools, can you please provide a list of such tools?

MDVA is currently implementing Microsoft System Center which will be available for this project. Any tool needs over and above System Center will need to be identified and configured per section 2.2 and 2.3.

18. Approximately how much data does every user keep? Where is the data stored?

MDVA users have options of storing data on file servers, within applications, Microsoft Share-Point, Microsoft Exchange, and on their local workstations. We do not currently have information on the aggregate amount of data each user has.

19. Approximately what is the size (megabyte/gigabyte) of user data that will need to be migrated (backup and restored) to the new unit?

MDVA is currently implementing Microsoft System Center which will be able to assist with gathering that information. Until the implementation is complete no reliable information is available.

20. Do users have roaming or local profiles?

All profiles are local.

21. What is the maximum number of systems that can be staged per day based on MDVA process, network infrastructure and space?

That will need to be determined as a part of this project.

22. Will the new systems get staged (imaged and install application) at each location or staged in one central office? If one central location, can you provide the address?

With sites located all over the state of MN., it is not feasible to stage the systems at a central location. All systems will be staged at the site the system is located at.

23. If the plan is to image new systems in one (1) central office, will the project manager be responsible for coordinating shipment of the systems to the other locations? (Administrative duties - printing shipping labels, contacting courier, etc.)

With sites located all over the state of MN., it is not feasible to stage the systems at a central location. All systems will be staged at the site the system is located at.

24. If the units are staged onsite, can Vendors assume that MDVA will have a dedicated network connection & a distribution point available for the staging room?

Most workstations will be upgraded in place and will not be moved to a staging room. Therefore they will be using the facilities shared networking.

25. It is assumed that all existing systems are on Windows XP and need to be migrated to Windows 7. Is that correct? If not, please clarify.

Yes, all existing systems are Windows XP.

26. Can you please clarify which version(s) of Office is currently installed that will need to be upgraded from?

MDVA currently uses Office 2007 and will be migrating to Office 2010 including Microsoft Lync.

27. Do you know if the existing desktop/laptop hardware is Win7 compatible or if they need to be replaced?

MDVA will be handling any needed upgrades. It can be assumed that all systems will be Windows 7 compatible.

28. If a hardware refresh is necessary/desired, will that be done prior to this project or as part of it?

Any needed hardware upgrades/replacement need to make the system Windows 7 compatible will be performed by MDVA prior to the systems' scheduled migration date.

29. If hardware compatibility needs to be determined please provide existing hardware makes & models.

Any needed hardware upgrades/replacement need to make the system Windows 7 compatible will be performed by MDVA prior to the systems' scheduled migration date.

30. How many partitions are created by default on desktops and laptops?

One.

31. Please segregate how many desktops and how many laptops?

There are approximately 800 desktop/laptops at MDVA. Determination of the # at each site and type will be a part of the assessment phase of this project.

32. Section 4.1 of the RFP (Requirements section) states that SCCM will be used for deployment. Which version of System Center will be used?

System Center 2012 – SP1

33. Is SCCM already in place and configured or is that part of the Vendor Scope?

SCCM will be in place and ready for use as a part of this project.

34. Section 4.4 of the RFP states that Bit Locker or a similar solution will be used on laptops. Is any encryption solution used today? If yes, what solution is in place?

MDVA currently uses an industry standard encryption solution. The specifics will be shared with the winning bidder.

35. How many custom applications are included in the list to be tested and verified?

Part of this project will do an application assessment at which time the custom applications can be identified.

36. Will conversion of Access databases be in scope?

Yes as part of the Office Applications.

37. Have you identified application owners for all your applications?

Not all applications have owners identified.

38. Do you have install files, binaries, instructions for all application listed in 4.7 in scope?

Once the list of applications is determined it can be assessed if all the necessary install files exist. However MDVA does have all the necessary installation files for the base OS and core image applications.

39. How does MDVA distribute applications in the current environment? (SCCM, Altiris, etc.)

Going forward applications will be distributed with Systems Center.

40. Who will manage application distributions?

Application distribution will be handled by staff from the Service Desk and Infrastructure teams.

41. On average, how long does it take to install an application using MDVA current process?

Going forward applications will be installed using System Center and should be able to be delivered within a few days of receiving the request.

42. Do you currently virtualize any applications? If so, which virtualization tool is used?

There are currently no virtualized applications.

43. Do you have any documented standards for your application packaging/virtualization process?

No.

44. If application virtualization is being used, are applications being streamed?

N/A

45. How many applications are in scope for the project?

Up to 1500.

46. Have the target applications been prioritized?

No. This will be part of discovery.

47. What is the total number of hardware configurations?

There will be less than 10 supported Dell systems to be migrated.

48. How many environments will be involved in test execution?

The testing methodology will be decided by the team once the assessment has been completed.

49. Do you have an SME/Developer/Architect that can provide an overview of all applications?

There is no one person that will be able to provide all the information. It will be a team effort.

50. Is the application documentation readily available?

It depends on the application.

51. Does MDVA currently utilize tools for an automated assessment?

MDVA is currently implementing Microsoft System Center which will be available for this project. Any tool needs over and above System Center will need to be identified and configured per section 2.2 and 2.3.

52. For applications that are not Windows 7 compatible what is your mitigation strategy?

Strategies for application mitigation are part of the work that is in scope for the vendor to provide.

53. Are you considering virtualizing those applications?

Per section 4.8.3, when applicable, application virtualization can be used. This will be a part of the application assessment provided by the vendor.

54. If so, do you have the hardware to support this approach in place?

Yes, System Center will be available if needed to provide application virtualization.

55. Will you be making the necessary modifications within?

The application assessment will be used to determine the remediation method.

56. Are there locally developed applications within your environment?

Application type will be a part of the application assessment performed by the vendor.

57. Could you also provide some clarity around "Description of previous Win 7 and Office 2010 Desktop Deployment Implementations"?

One of the evaluation criteria is the vendor's previous work in doing deployments of Windows 7 and MS-Office. Factors could include, but not be limited to, # of workstations deployed, single or multi-site, tools used to accomplish deployment, # and type of applications that were assessed and deployed,

project management techniques used, and any other work that is relevant and could be of benefit to MDVA's project.